1999
Communications and Customer Service Conference

November 2 - 4

TRACK 2

Customer Service/Beneficiary Education

W201 – Special Programs, “Toto, I Don’t Think We’re in Kansas Anymore.”

Mr. Dave Bartley

TMA

BENEFICIARY COUNSELING and ASSISTANCE COORDINATORS

- **REQUIREMENT**
  - **National Defense Authorization Act for FY 2000-Establish New Position**
  - **Initial Designation Date**
    - 15 January 2000
  - **Office of the Lead Agent (OLA)**
    - Full-time position
    - 800 number
  - **Military Treatment Facility (MTF)**
    - Primary or collateral duty

BENEFICIARY COUNSELING and ASSISTANCE COORDINATORS

- **ACTION PLAN**
  - **TMA/MHSO Coordination**
    - Solicited MTF/OLA input
  - **Establish SGs Rep Working Group**
    - Develop policy/regulation/instruction
    - Determine funding
    - Develop staffing requirements
    - Determine command/control of position
    - Determine scope/duties/responsibilities
    - Monitoring requirements

1999
Communications and Customer Service Conference

November 2 - 4